

Reservation System/Overview

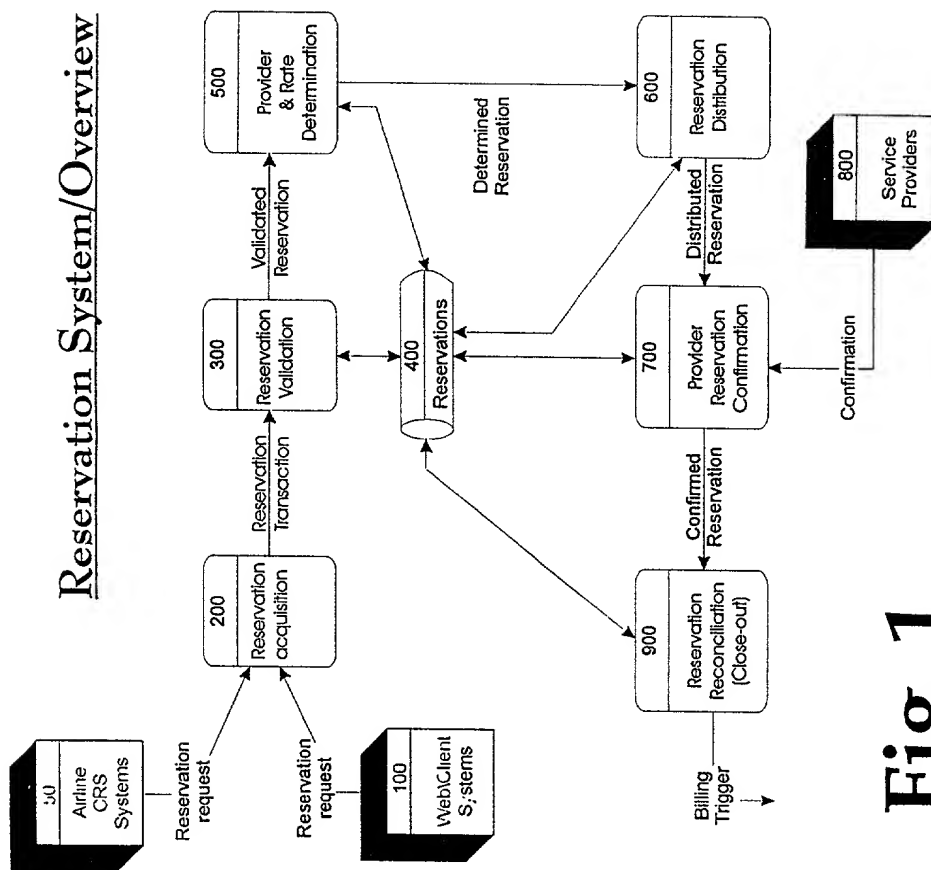


Fig. 1

200 Reservation Acquisition

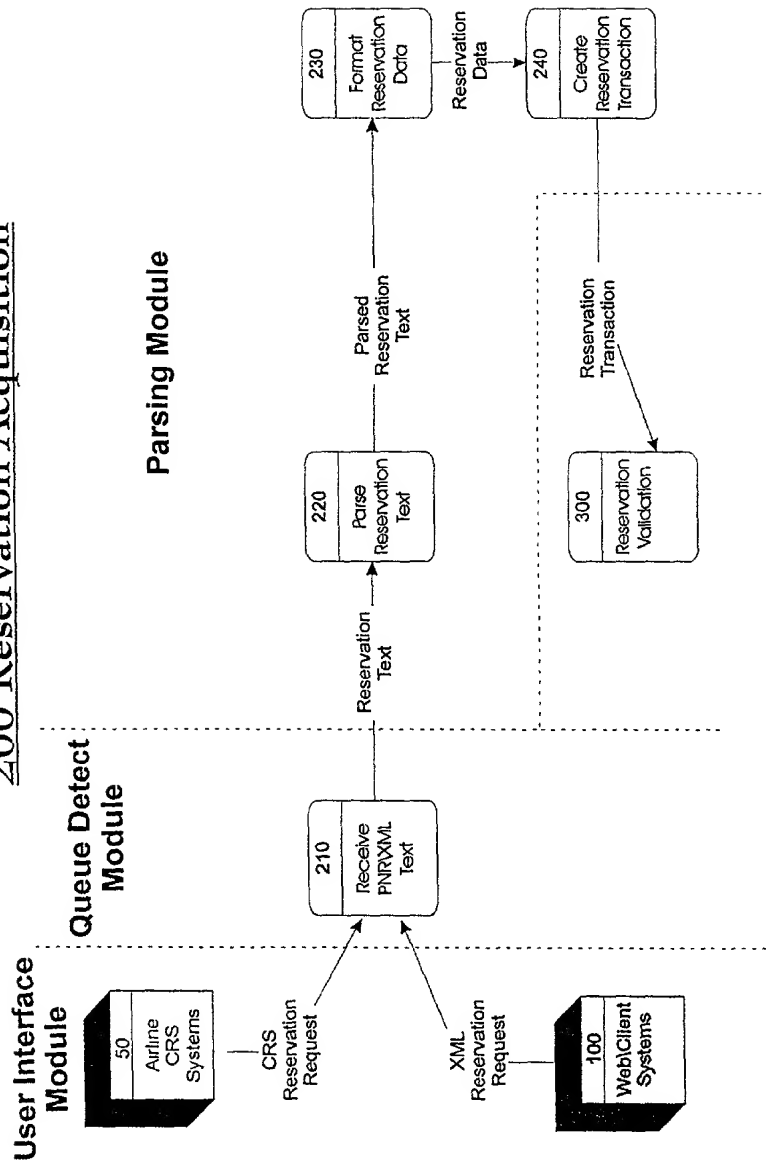


Fig. 2

300 Reservation Validation

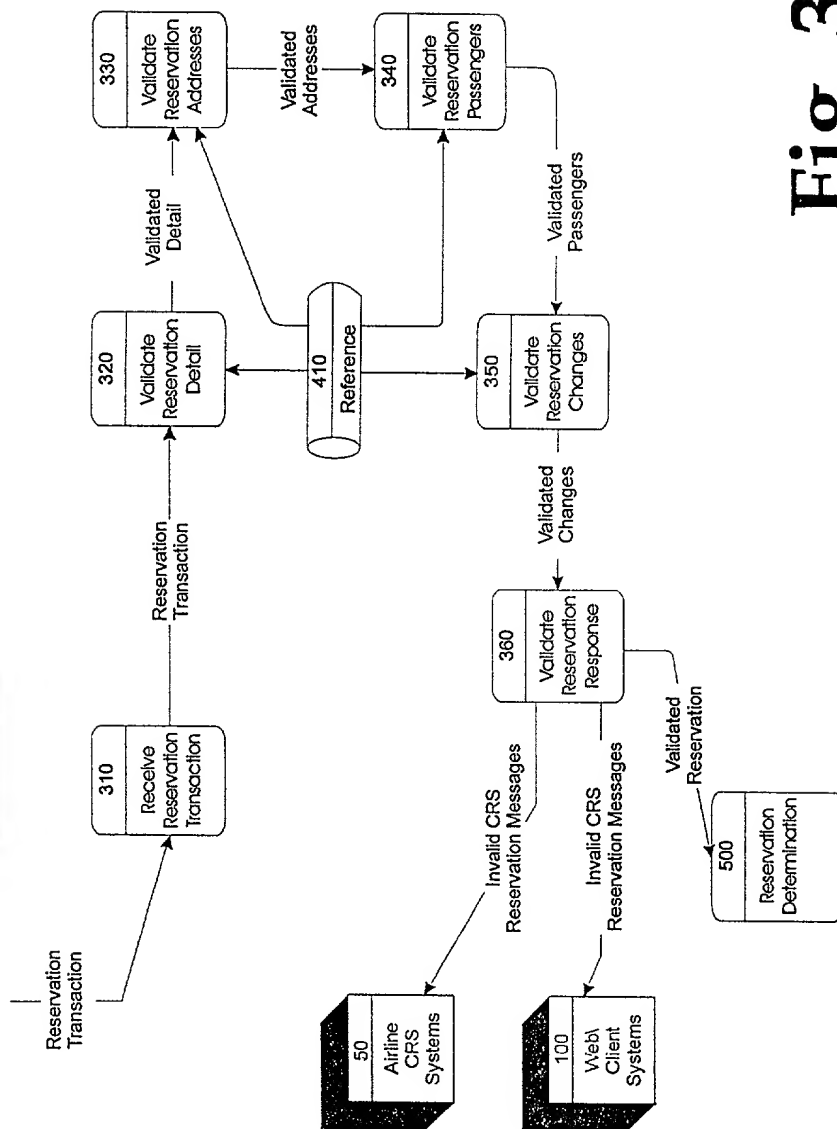


Fig. 3

09:04:204: 01:30

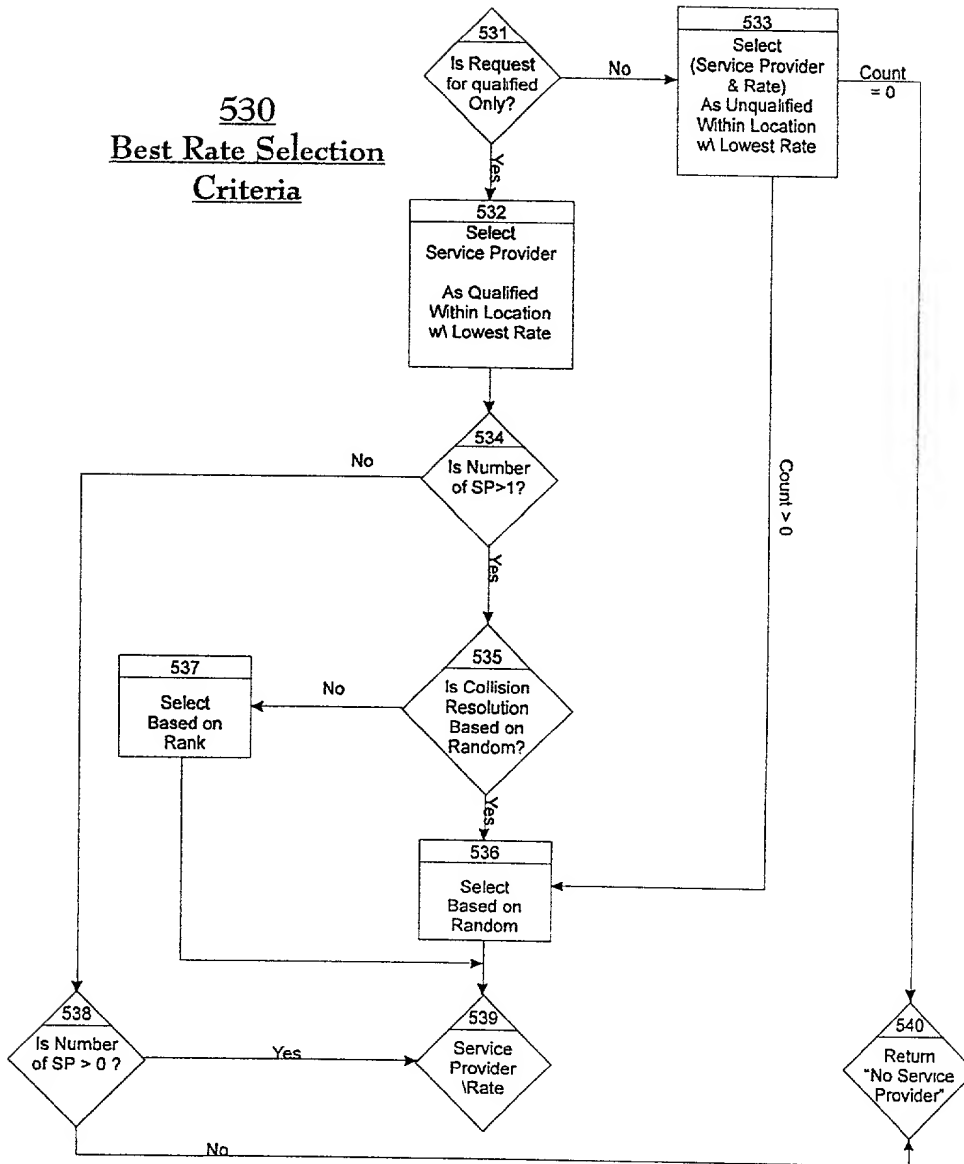


Fig. 5

550/
Basic Provider
Selection Criteria

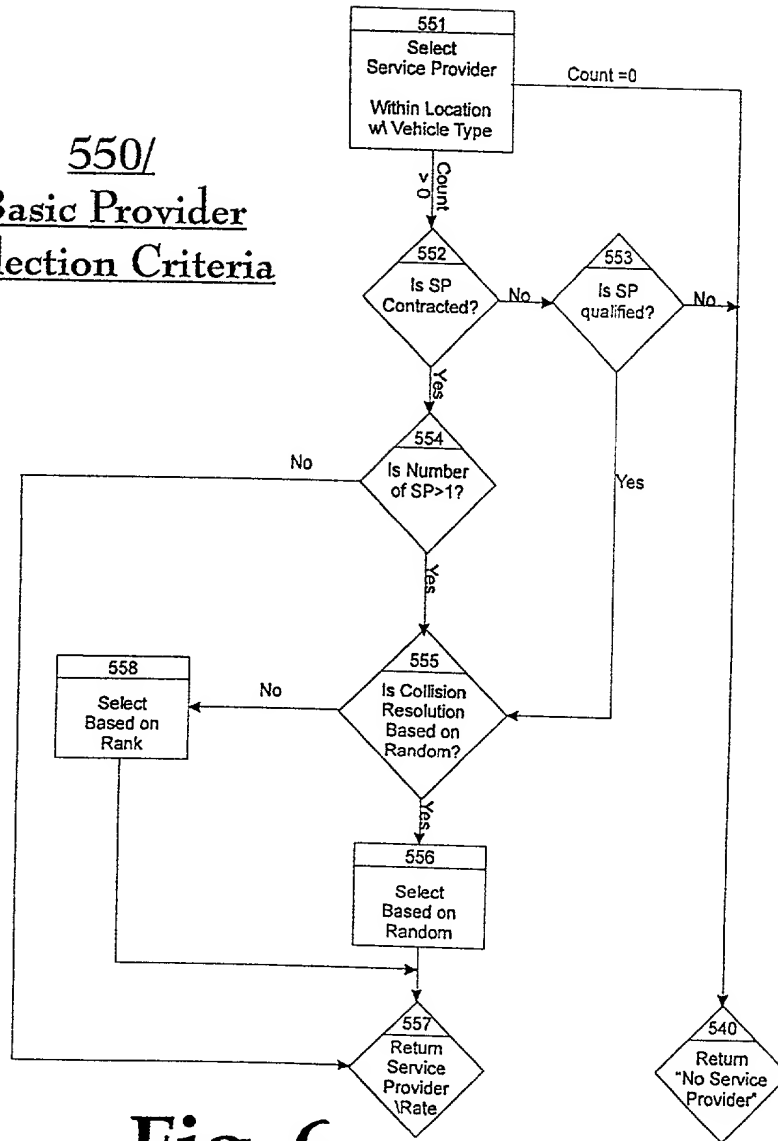


Fig. 6

600/ Reservation Distribution

Service Provider Distribution Module

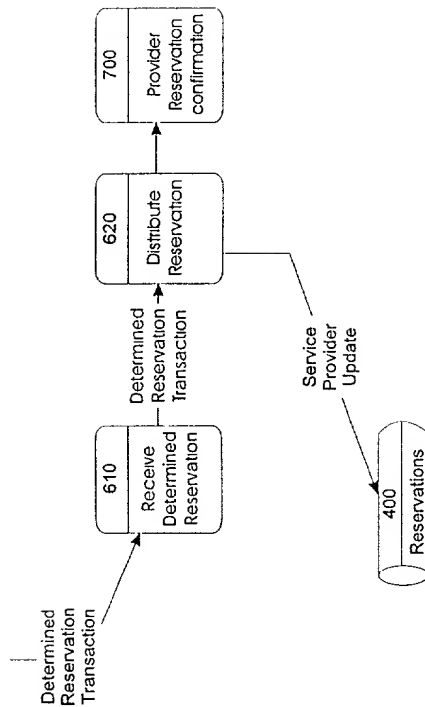


Fig. 7

700/ Provider Reservation Confirmation/Acceptance

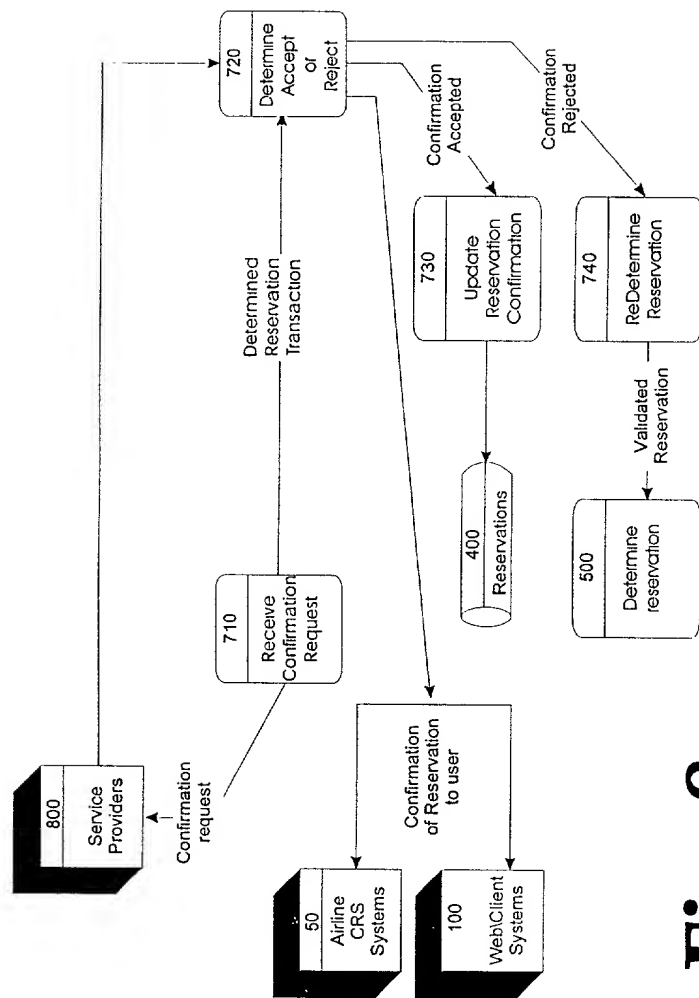


Fig. 8

900/ Reservation Reconciliation (Close-out)

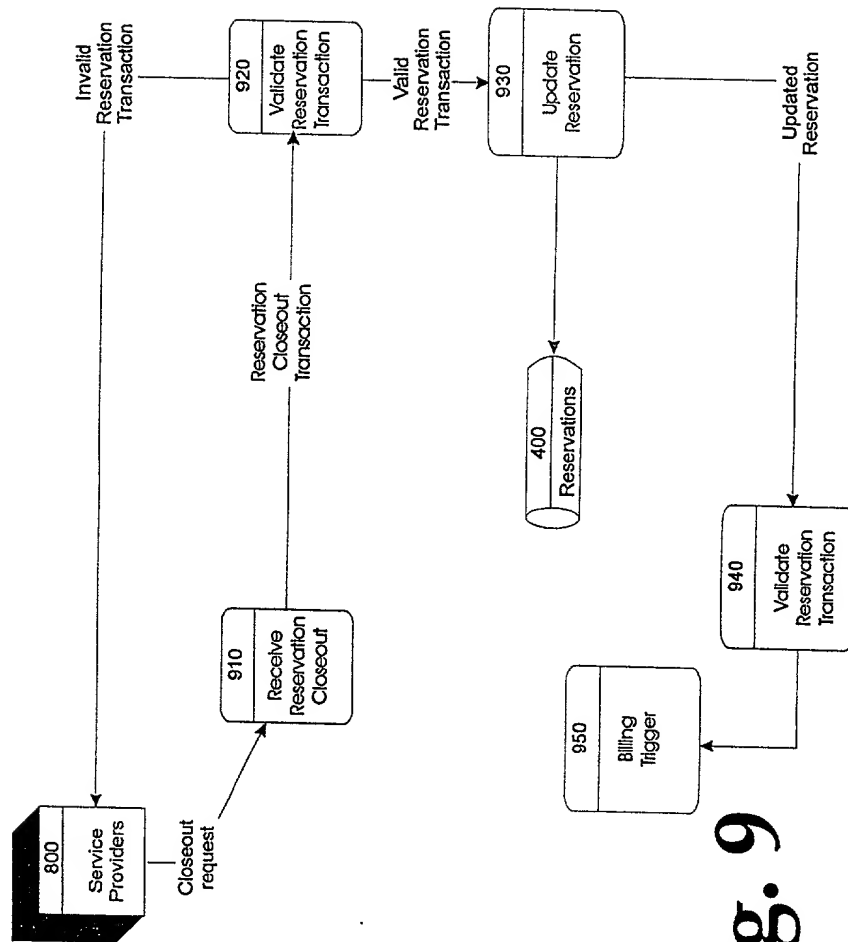



Fig. 9

099404-0130



Unresolved Queue

Order	Res. Taken	PU Date	Passenger	SID	Contact Info	Company	PNR	Portal
	05/20/00 5:11:00 PM	10/03/00 11:05:00 PM	KUFFER, ADAM	WKO			39	MFSSPX\WSPAN

1000

Saturn unresolved queue – agency reservations that cannot be processed

Fig. 10

Operator User Pages

Pending: 1 Active: 74 Cancel: 1

OPERATOR

RESERVATIONS REPORTS ADMINISTRATION ACCOUNT INFORMATION LOG OFF

PENDING ACTIVE CANCEL HISTORY

Pending Queue

00:1

Select	Confirm #	ResID	Pickup	PAU	D/O	Flight	Vehicle	Special	Passenger	C
<input type="checkbox"/>		2518	11/21/00 8:50 AM	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWR Airport	DL 2/1/1	Sedan		KLIPPER, ADAM	100

Accept Selected Decline Selected Clear Selected Next →

SATURN

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Pending Queue – Operator (Service provider)

Fig. 11

Administrative Console Pages

039141604 012301

RESERVATIONS

Operator Queue

Reschedule

ResTaken	PUDate	SP	Ref.com	Passenger	Company	Sent By	ResID
11/19/00 2:25:00 PM	11/19/00 1:45:00 PM			KUPPER, ADAM			2380
11/19/00 2:25:00 PM	11/22/00 0:40:00 AM	World Wide Limousine Network	1-800-873-2546	KUPPER, ADAM	Ajax Services, Inc.	World Travel Land	2381
11/19/00 2:25:00 PM	11/22/00 1:15:00 PM	World Wide Limousine Network	1-800-873-2546	KUPPER, ADAM	Ajax Services, Inc.	World Travel Land	2382
11/19/00 2:28:00 PM	11/22/00 12:34:00 PM	World Wide Limousine Network	1-800-873-2546	KUPPER, ADAM	Ajax Services, Inc.	World Travel Land	2384
11/19/00 2:28:00 PM	11/25/00 8:54:00 AM	Executive Limousine	770-266-0372	KUPPER, ADAM	Ajax Services, Inc.	World Travel Land	2395
11/19/00 2:31:00 PM	11/19/00 9:05:00 AM	Executive Limousine	770-266-0372	KUPPER, ADAM	Ajax Services, Inc.	World Travel Land	2397
11/19/00 2:31:00 PM	11/25/00 1:12:00 PM	World Wide Limousine Network	1-800-873-2546	KUPPER, ADAM	Ajax Services, Inc.	World Travel Land	2398
11/19/00 2:34:00 PM	11/25/00 1:12:00 PM	World Wide Limousine Network	1-800-873-2546	KUPPER, ADAM	Ajax Services, Inc.	World Travel Land	2401
11/19/00 2:14:00 PM	12/1/00 8:50:00 AM	World Wide Limousine Network	1-800-873-2546	KUPPER, ADAM	Ajax Services, Inc.	World Travel Land	2518

1200

Saturn operator queue - unaccepted operator reservations
Fig. 12

1300

O P E R A T O R

RESERVATIONS	REPORTS	ADMINISTRATION	ACCOUNT INFORMATION	LOG OFF
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PENDING	ACTIVE	CARCER	HISTORY

Active Queue

1 2 3 4

« Prev Close Selected

Clear Selected

Select	Conf.#	Pickup	PAJ	DXG	Flight Vehicle	Special	Passenger	Company
	6807054	15031 8 49 PM	EWR Airport	26 GATEHOUSE LANE, BELLE MEAD, NJ	CO-402	Sudan	MUHAMMAD (1)	Agre Services Inc.
	6807055	1503000 8 45 00 AM	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWR Airport	CO-491	Sudan	MUHAMMAD (1)	Agre Services, Inc.
	6807056	1503000 8 45 00 AM	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWR Airport	CO-491	Sudan	MUHAMMAD (1)	Agre Services, Inc.
21		1503000 8 45 00 AM	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWR Airport	CO-491	Sudan	MUHAMMAD (1)	Agre Services Inc.
22		1503000 8 45 00 AM	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWR Airport	CO-491	Sudan	MUHAMMAD (1)	Agre Services Inc.
23		1503000 8 45 00 AM	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWR Airport	CO-491	Sudan	MUHAMMAD (1)	Agre Services Inc.
24		1503000 8 45 00 AM	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWR Airport	CO-491	Sudan	MUHAMMAD (1)	Agre Services Inc.
25		1503000 8 45 00 AM	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWR Airport	CO-491	Sudan	MUHAMMAD (1)	Agre Services Inc.
26		1507000 8 45 00 AM	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWR Airport	CO-491	Sudan	MUHAMMAD (1)	Agre Services Inc.
27		1507000 8 45 00 AM	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWR Airport	CO-491	Sudan	MUHAMMAD (1)	Agre Services Inc.
28		1507000 8 45 00 AM	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWR Airport	CO-491	Sudan	MUHAMMAD (1)	Agre Services Inc.
29		1507000 8 45 00 AM	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWR Airport	CO-491	Sudan	MUHAMMAD (1)	Agre Services Inc.

Active Queue – Operator (Service Provider)

Fig. 13

090404 0430
205210 10042550

Working C Active 55 Cancel 25

RESERVATIONS REPORTS ADMINISTRATION ACCOUNT INFORMATION LOG OFF

USER MANAGEMENT COMPANY INFO RATE MAINTENANCE

Display/Update Single Rate


From:		To:	
<input type="checkbox"/> Location:	<input type="text" value="Select a state..."/>	<input type="checkbox"/> Location:	<input type="text" value="Select a state..."/>
State:	OR	State:	OR
<input type="checkbox"/> Airport(OAC) Code:	<input type="text"/>	<input type="checkbox"/> Airport(OAC) Code:	<input type="text"/>
Company:	<input type="text" value="Retail"/>		
<input type="button" value="Display/Rate"/>			

1400

Rate maintenance screen – Update and display a rate

Fig. 14

Pending: 0 Active: 66 Cancel: 25



RESERVATIONS	REPORTS	ADMINISTRATION	ACCOUNT INFORMATION	LOG OFF			
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">USER MANAGEMENT</td> <td style="padding: 2px;">COMPANY INFO</td> <td style="padding: 2px;">RATE MAINTENANCE</td> </tr> </table>					USER MANAGEMENT	COMPANY INFO	RATE MAINTENANCE
USER MANAGEMENT	COMPANY INFO	RATE MAINTENANCE					

Create a rate

From:

Location:

State: - Select a state -

OR

Airport (OAG) Code:

Company: (Rate)

To:

Location:

State: - Select a state -

OR

Airport (OAG) Code:

Vehicle:	6D	TC	CS	3W	6S	6S	10S	6V	6V	10V	16V	25G	496
Rate:													
DriveTime:													

☐ Create reverse (To From) rate?

1500

Rate maintenance – Create a rate

Fig. 15

094404-0400

Pending: 0 Active: 55 Cancel: 25

OPERATOR

RESERVATIONS REPORTS ADMINISTRATION ACCOUNT INFORMATION LOG OFF

USER MANAGEMENT COMPANY INFO RATE MAINTENANCE

Update Rates by Region

Company	Vehicle type	State	Country	Airport (IATA) routes
<input type="button" value="-Select All-"/>	<input type="button" value="-Select All-"/>	<input type="button" value="-Select All-"/>	<input type="button" value="-Select All-"/>	<input type="button" value="-Select All-"/>

☐ Increase ☐ Decrease

☐ By dollar value

☐ By percentage

1600

Rate Maintenance – update rates by region

Fig. 16

[illegible]1700

Create/Register new user

Fig. 17

Profile Information for: John Smith

Address Information	
Primary Address Location Name <input type="text" value="Fedrow"/> Street <input type="text" value="34 Day PKW"/> Apt./Suite <input type="text" value="121"/> City <input type="text" value="Fareklyn"/> State <input type="text" value="NY"/> Zip or Postal Code <input type="text" value="12121"/> Country Code and Name <input type="text" value="USA"/> Phone <input type="text" value="121"/> <input type="text" value="121"/> <input type="text" value="1212"/> Fax <input type="text" value="121"/> <input type="text" value="121"/> <input type="text" value="1212"/>	Secondary Address Location Name <input type="text" value="Fedrow"/> Street <input type="text" value="23 Day Av"/> Apt./Suite <input type="text" value="999"/> City <input type="text" value="Mountain"/> State <input type="text" value="AR"/> Zip or Postal Code <input type="text" value="71413"/> Country Code and Name <input type="text" value="USA"/> <input type="text" value="JUGA"/> Phone <input type="text" value="612"/> <input type="text" value="654"/> <input type="text" value="1345"/> Fax <input type="text" value="612"/> <input type="text" value="645"/> <input type="text" value="1656"/>
Special Pickup/Drop off Instructions: <input type="text"/>	Special Pickup/Drop off Instructions: <input type="text"/>
Miscellaneous Information <input type="text"/>	Form of Payment Information <input type="text"/>
Cell Phone <input type="text" value="617"/> <input type="text" value="654"/> <input type="text" value="8735"/> Email 1 <input type="text" value="johnsmith@yahoo.com"/> Email 2 <input type="text" value="johnsmith@fedrow.net"/> Service provider request <input type="text" value="Capital One"/> Payment driver <input type="text" value="Cash/with"/> Default Airport <input type="text" value="Newark International"/> Special request <input type="text"/>	Form of Payment <input type="text" value="2"/> Card number <input type="text" value="121456789123456789"/> Exp Month <input type="text" value="1"/> <input type="text" value="2"/> Year <input type="text" value="1999"/> Form of Payment <input type="text" value="1"/> Card number <input type="text" value="98765432109876543210"/> Exp Month <input type="text" value="12"/> <input type="text" value="1"/> Year <input type="text" value="1999"/>

1800

Create/edit profile

Fig. 18

03924804 042302

Reservation	
<input type="radio"/> General Rate <input type="radio"/> Special Rate	
<input type="radio"/> Best Fare <input type="radio"/> Quality <input type="radio"/> Value	<input type="radio"/> Specific Provider From: <input type="text"/> OR: <input type="text"/> <input type="radio"/> Reservation for myself <input type="radio"/> Reservation for someone else
Passenger Name:	First: <input type="text"/> Last: <input type="text"/> Select Phone: <input type="text"/>
Phone:	Country: <input type="text"/> Area: <input type="text"/> Number: <input type="text"/>
Email Address:	Select e-Mail: <input type="text"/> Or Enter: <input type="text"/>
Number of Passengers:	<input type="text"/> (Over 10 only)
I am traveling with:	<input type="text"/> (Alpha numeric 1-10) <input type="text"/> (Alpha numeric 1-10) <input type="text"/> (Alpha numeric 1-10)
Pickup Date:	<input type="text"/> (Day/Month/Year)
Pickup Time:	<input type="text"/> (Let Sahara calculate pickup time) <input type="text"/> (I want to be picked up at)
Vehicle Type:	Select vehicle type: <input type="text"/>
<input type="radio"/> Airport <input type="radio"/> Address <input type="radio"/> Select Address from Profile <input type="text"/> Select a pickup address here	<input type="radio"/> Airport <input type="radio"/> Address <input type="radio"/> Select Address from Profile <input type="text"/> Select a dropoff address here

1900

Make a reservation - part 1

Fig. 19

<input type="checkbox"/> Airport <input type="checkbox"/> Address <input type="checkbox"/> Select Address from Profile <input type="text"/> Select a pickup address name <input type="text"/> Airport <input type="text"/> Select a state		<input type="checkbox"/> Airport <input type="checkbox"/> Address <input type="checkbox"/> Select Address from Profile <input type="text"/> Select a dropoff address name <input type="text"/> Airport <input type="text"/> Select a state	
<input type="checkbox"/> Airline <input type="checkbox"/> Aircraft type <input type="text"/> Airline <input type="text"/> Select Airline <input type="text"/> FBO <input type="text"/> Flight <input type="text"/> Tail Number <input type="text"/> Flight Time <input type="text"/> Location Name <input type="text"/> Street <input type="text"/> City <input type="text"/> State Or Province <input type="text"/> Zip Or Postal Code <input type="text"/> Country		<input type="checkbox"/> Airline <input type="checkbox"/> Aircraft Type <input type="text"/> Airline <input type="text"/> Select Airline <input type="text"/> FBO <input type="text"/> Flight <input type="text"/> Tail Number <input type="text"/> Flight Time <input type="text"/> Location Name <input type="text"/> Street <input type="text"/> City <input type="text"/> State Or Province <input type="text"/> Zip Or Postal Code <input type="text"/> Country	
<input type="text"/> Special Pickup Instructions		<input type="text"/> Special Drop-off Instructions	
<input type="text"/> Select Number <input type="text"/> Or Enter <input type="text"/> Form of Payment <input type="text"/> Type <input type="text"/> Card Number <input type="text"/> Exp Month <input type="text"/> 01 <input type="text"/> Year <input type="text"/> 2000			
<input type="text"/> Payment Method			
<input type="text"/> Add Information to Profile <input type="text"/> Add Storage			
<input type="text"/> Select Fax <input type="text"/> Or Enter <input type="text"/> Select E-Mail <input type="text"/> Or Enter <input type="text"/> Select Telephone <input type="text"/> Or Enter <input type="text"/> Select Pager <input type="text"/> Or Enter			

Make a reservation – part 2

Fig. 20

Shop For a Service Provider

Shop Criteria: ☒ Best form ☐ Quality ☐ Value (best fare and quality)

Vehicle Type:

FROM (departure city or airport):

TO (destination city or airport):

OR

Select the state in which the airport is located, then choose the airport.

Find Service Providers Now

Providers	Rate	Service Level	Payment Accepted
<input checked="" type="radio"/> Dynasty Limousine (NY)	21.00	Qualified	American Express, MasterCard, Visa, Discover Card, Diners Club, Cash, Check
<input checked="" type="radio"/> Best Limousine (NY)	75.00	Qualified	American Express, MasterCard, Visa, Discover Card, Diners Club, Cash, Check
<input checked="" type="radio"/> C. Capallino (CA)	75.00	Qualified	American Express, MasterCard, Visa, Discover Card, Diners Club, Cash, Check
<input checked="" type="radio"/> C. Capallino (NY)	77.00	Qualified	American Express, MasterCard, Visa, Discover Card, Diners Club, Cash, Check
<input checked="" type="radio"/> C. Capallino (NY)	100.00	Qualified	American Express, MasterCard, Visa, Discover Card, Diners Club, Cash, Check

2100

Save Service Providers

Shop for a service provider

Fig. 21

03944004 042300

Verify your reservation

Please review your reservation details below.
Select "Reserve Now" to make the reservation or return to the previous page.

Trip date 2/21/00		Pickup time 7:30AM
From	To	
Home 555 Morleyhard Belle Mead,Nj Phone--	Office 53 Route 35 Rahway,Nj	
Fare and Service Provider		
You will be picked up by		
The Trip fare is	\$55.00 (does not include gratuity, tolls and parking, taxes, and other surcharges)	
Fare will be charged to	Master card ending in 3456	
Car type	Sedan	
Service Provider will confirm by	2200	
Special Instructions		
Pickup Instructions		
Drop-off Instructions	Drop off in back of building	
Request	Take the New York Times in the morning along with black coffee.	
Passengers		
1 passenger(s) John Smith		

I agree with the reservation details listed above.
I am also aware of and agree with the Saturn Internet Reservation System's Terms and Conditions

Make Reservation

Verify reservation page

Fig. 22

Completion

Thank you for your business.

For your trip on 10/1/00 at 7:30AM, your Confirmation number is 397032485

To review or make changes, proceed to the Trip History page and refer to a trip by the confirmation number.
All changes and cancellations are subject to Samira Incomes Reservation Systems, Inc. Terms and Conditions

Would you like to make a new reservation?	<u>Yes</u>	<u>No</u>	<u>Go Back to Main Menu</u>
Would you like to book like roundtrip?	<u>Yes</u>	<u>No</u>	<u>Go Back to Booking Now</u>

2300

Confirmation page

Fig. 23